

Exhibit E

03 October 2002

1-162541153

P03607045
07 OCT 2002 10094



The Real Network

Mrs Dickinson
31 St. Saviourgate
YORK
YO1 8NQ

Customer Service Centre
Clippers House
PO Box 740
SALFORD
M50 3YY
Telephone 08457 740 740
Website www.royalmail.com
Textphone 08456 000 606
(for the deaf and hard of hearing)

Dear Mrs Dickinson

Thank you for your enquiry of 30 September 2002 about a Special Delivery item number SJ111615025GB, posted to James Clifford Hazel, Keveral Mill, Hessenford, TORPOIN PL11 3HW.

I can confirm that this item was delivered to that address on 18/09/2002 and a photocopy of the signature we obtained is enclosed.

If we can be of any further assistance, please do not hesitate to contact us on 08457 740 740.

Yours sincerely

Julie Lyons

Julie Lyons
Customer Service Advisor

Enclosures: Copy Of Signature

To ensure that we maintain the highest possible standards the service we provide to you is monitored on our behalf by a research agency. Each month telephone interviews are conducted with a sample of the customers with whom we have been in contact. If you would prefer not to be contacted please call Freephone 0800 652 5900 within 7 days of the date of this letter and quote the reference above.

Royal Mail

QV

1-162541153

Affix the item barcode number and enter the time of delivery, or attempted delivery. The recipient must sign and print their name before the item is handed over.

CONFIRMING YOUR DELIVERY

Confirmed on track/trace
PHG initials

(Signature)

Date stamp
1 JUL 2002

Walk

ID

0015

Name

HESSLEMAN
TREVOR

Number of items for delivery:

Priority

Two

Recorded

0

Number of items undelivered:

Returned

0

Pouched off

SJ 1116 1502 5GB 12.00pm sign



Time

835

Print name

HAZAL
KEVERALL HILL

Check time and sign

n *(Signature)*

SU 4281 6466 8GB 12pm signature



Time

0842

Print name

TONKS
ANACTH

Check time and sign

(Signature)

Time

Print name

Check time and sign

Time

Print name

Check time and sign